Purolator Service Guide

Effective April 13, 2015

One company for all my shipping needs.

Purolator

purolator.com

One company for all my shipping needs.

As Canada's leading integrated freight, parcel and logistics solutions provider, Purolator provides a wide range of distribution solutions: from our domestic, U.S. and international time-definite delivery services to our complete suite of e-shipping capabilities; from our freight services to our international solutions that help maximize your supply chain effectiveness, you can count on us to provide flexible solutions to meet your unique business needs.

Purolator has delivered Canada for more than 50 years. We have built one of Canada's most extensive transportation networks, enabling us to provide responsive and reliable solutions to better serve the needs of your business and your customers. We offer shipping solutions that provide greater visibility and control from pickup to delivery and over 1,300 convenient shipping locations across Canada.

Purolator's team of more than 12,000 teammates focuses on delivering the right services and solutions to our customers. Our teammates are people who live, work and play in our communities. This is why we focus more than ever on implementing greener alternatives for how we run our business, from our vehicles to our packaging to our facilities. And it's what drives us to give back through initiatives such as Purolator Tackle Hunger® Program, which helps to alleviate hunger in our communities.

So whether your business is expanding into new markets or working to meet the ever increasing needs of your customers, you can count on Purolator for all your shipping needs. We deliver Canada.

About this Guide

This is your introduction to the many services and solutions we offer to our customers. Use this Guide along with the Purolator Rate and Zone Guides to select the most appropriate delivery service for your needs, identify additional services you may require and determine your shipping costs. Please see Purolator Terms and Conditions of Service at purolator.com for further information.

Please note that the Purolator Terms and Conditions of Service will prevail in the case of any inconsistencies between this Service Guide and the Purolator Terms and Conditions of Service.

Go to purolator.com

Can't find what you're looking for in this Guide? You'll find everything you need at purolator.com, including:

- Open a Purolator Business Account
- Ship, track, or get an estimate
- Find a shipping location
- Schedule a pickup
- Read the latest Purolator news and updates
- Download the Purolator Rate Guide, Purolator Zone Guides and Purolator Terms and Conditions of Service
- Order shipping supplies
- Access real-time support through our Live Chat, Facebook and Twitter channels

Getting started

To start shipping for your business, you'll need to open a Purolator Business Account. A Purolator Business Account provides you with many benefits, including greater visibility on your shipments, a faster and more convenient way to pay, the ability to consolidate and save on shipping, and much more. Simply visit purolator.com to open an account online.

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Purolator Delivery Services

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Delivery options for shipping within Canada, and from Canada to the United States and to the Rest of the World

Services within Canada

Courier Services

Purolator Express® 9AM

Choose Purolator Express 9AM service for when you need early morning, next business day delivery. Guaranteed delivery to select Canadian destinations by 9 a.m. the next business day.*

Purolator Express®10:30AM

If mid-morning, next business day delivery makes the most sense for your business needs, choose Purolator Express 10:30AM service. Guaranteed delivery to select destinations in Canada by 10:30 a.m. the next business day.*

Purolator Express®

If getting your shipment there by the end of day on the next business day is soon enough, choose Purolator Express service. Guaranteed delivery to most destinations in Canada by the end of the day on the next business day.*

Purolator Express® Evening

When you need next business day delivery, but your recipient won't be home during business hours, choose Purolator Express Evening service. Guaranteed delivery between 5:30 p.m. and 9 p.m. the next business day.*

Purolator Ground® 9AM

When you need your non-regional shipment to arrive first thing in the morning in two or more business days, choose Purolator Ground 9AM service.** Receive guaranteed delivery by 9 a.m. in two or more business days, depending on your destination.*

Purolator Ground® 10:30AM

When you need your non-regional shipment to arrive by mid-morning in two or more business days, choose Purolator Ground 10:30AM service. ** Receive guaranteed delivery by 10:30 a.m. in two or more business days, depending on your destination.*

Purolator Ground®

When you need access to less time-sensitive shipments, choose Purolator Ground. With this alternative, shipments can arrive by the end of one business day or more, depending on your destination.*†

Purolator Ground® Evening

When you need your non-regional shipment to be delivered during the evening hours, choose Purolator Ground Evening** service. Guaranteed delivery between 5:30 p.m. and 9 p.m. in two or more business days, depending on your destination.*

Purolator Same Day®

When it's urgent that your shipment gets to its destination today, rely on Purolator. We offer a variety of delivery options, whether across town or across the country. And for greater convenience, Purolator offers same day pickup and delivery services 24 hours a day, 7 days a week.***

Purolator Same Day® In-City‡

When you have an urgent shipment that needs to be delivered across the city today, choose from our suite of Purolator Same Day options available in select Canadian cities for delivery within city limits:

Purolator Same Day® 30 Minute:
From pickup to delivery within a half-hour

Purolator Same Day® 60 Minute:
From pickup to delivery within an hour

Purolator Same Day® 90 Minute:
From pickup to delivery within an hour and a half

Purolator Same Day® 2 Hour:
From pickup to delivery within two hours

Purolator Same Day® 4 Hour:
From pickup to delivery within four hours

* Certain terms, conditions and geographic restrictions apply (including point of origin and destination guarantee restrictions and money-back guarantee restrictions). In most cases, end of day means 6 p.m. To select points in Canada, delivery will be on the day specified by Purolator. See Purolator Terms and Conditions of Service at purolator.com for full details.
**Purolator Ground® 9AM, Purolator Ground® 10:30AM , and Purolator Ground® Evening are only available when a shipment is prepared using an automated shipping system. See Purolator Terms and Conditions of Service at purolator.com for full details.
*** Certain terms, conditions and geographic restrictions apply. Purolator Same Day™ products are not money-back guaranteed products. Cancellation charges will apply where order is cancelled after being dispatched. Additional charges may apply. See Purolator Terms and Conditions of Service at purolator.com for full details.
†Purolator Ground service (other than Purolator Ground 9AM, Purolator Ground 1030AM, and Purolator Ground Evening) is not a money-back guaranteed courier service. See Purolator Terms and Conditions of Service for full details.
‡ Purolator Same Day® In-City products are available on weekdays between 8 a.m. and 5 p.m. (origin local time). Orders must be received, or the service must be performed on a business day by 5 p.m.

Purolator Same Day® Next Flight Out

Choose this air service when your shipment has to get to and from select cities across Canada as soon as possible.

Purolator Same Day® Direct

When your shipment has to get to a location in Canada as soon as possible, we'll drive your shipment directly to its destination.

Purolator Same Day® Scheduled

If you need to pre-schedule a delivery in Canada on a regular timetable (e.g. daily, weekly or monthly), use our Purolator Same Day Scheduled service.

Freight Services

Purolator Freight® provides the same world-class services for LTL shipments that you have to come to rely on from our courier services.

Purolator Expedited® LTL

We offer service to and from most points in Canada by end of day on the scheduled delivery day specified by Purolator Freight.*

To find out more about Purolator Freight, visit purolator.com/freight.

*Please contact Purolator Freight for delivery schedule. In most cases, end of day is 6 p.m. For full details, call 1 888 SHIP-123 and select option # 6 for Purolator Freight.

Services from Canada to the United States

Purolator Express® U.S. 9AM

For early morning, next business day delivery of your shipment to the U.S., choose Purolator Express U.S. 9AM service. Guaranteed delivery to select U.S. destinations by 9 a.m. the next business day.*

Purolator Express® U.S. 10:30AM

When you need your U.S. shipment to arrive by mid-morning the next business day, choose Purolator Express U.S. 10:30AM. Guaranteed delivery to select destinations in the U.S. by 10:30 a.m. the next business day.*

Purolator Express® U.S. 12PM

If your U.S. shipment needs to arrive by noon the next business day, choose Purolator Express U.S. 12PM. Guaranteed delivery to select destinations in the U.S. by noon the next business day.*

Purolator Express® U.S.

When you need your shipment delivered to the U.S. the next business day and getting it there by end of day is soon enough, choose Purolator Express U.S. service. We offer next business day delivery to most destinations in the U.S. with guaranteed delivery by the end of the day.*

Purolator Ground® U.S.

If overnight delivery isn't a priority, take advantage of our Purolator Ground U.S. service that is an efficient and budget-friendly solution. Your shipment will be delivered in two or more business days, depending on the destination.*

Services from Canada to the Rest of the World

Purolator Express® International 9AM

When you need early-morning delivery to an international destination, choose Purolator Express International 9AM service. Shipments are guaranteed to arrive by 9 a.m. on the second business day to select international points.*

Purolator Express® International 10:30AM

When you need to get your international shipment to its destination by mid-morning, choose Purolator Express International 10:30AM. Shipments are guaranteed to arrive by 10:30 a.m. the second business day to select international points.*

Purolator Express® International 12PM

When you need delivery to an international destination by noon, Purolator Express International 12PM service guarantees your shipment to arrive by noon the second business day to select international points.*

Purolator Express® International

Purolator offers guaranteed delivery by the end of the day on the second business day to more than 210 countries and territories worldwide, depending on the destination.*

* Certain terms, conditions and geographic restrictions apply (including point of origin and destination guarantee restrictions and money-back guarantee restrictions). In most cases, end of day means 6 p.m. See Purolator Terms and Conditions of Service at purolator.com for full details.

Delivery options for services to Canada from the United States and from the Rest of the World

Services to Canada from the United States

Purolator Express® U.S. 9AM

When you need your shipment from the U.S. to arrive early in the morning the next business day, choose Purolator Express U.S. 9AM. Guaranteed delivery to select points in Canada by 9 a.m. the next business day.*

Purolator Express® U.S. 10:30AM

If your shipment from the U.S. needs to arrive at its destination by mid-morning, Purolator Express U.S. 10:30AM provides guaranteed delivery by 10:30 a.m. the next business day.*

Purolator Express® U.S.

When getting your shipments from the U.S. by the end of the day is soon enough, choose Purolator Express U.S. Guaranteed delivery from most points in the U.S. to most points in Canada by end of the next business day.*

Purolator Ground® U.S.

If overnight delivery isn't a priority, take advantage of Purolator Express Ground U.S., an economical solution that delivers your shipment in two or more business days, depending on the destination.*

* Certain terms, conditions and geographic restrictions apply (including point of origin and destination guarantee restrictions and money-back guarantee restrictions). In most cases, end of day means 6 p.m. See Purolator Terms and Conditions of Service at purolator.com for full details.

Services to Canada from the Rest of the World

Purolator Express® International 9AM

When you need your shipment from international points to arrive early in the morning, choose Purolator Express International 9AM. Guaranteed delivery from select international points to select points in Canada by 9 a.m. on the second business day.*

Purolator Express® International 10:30AM

If your shipment from another country needs to arrive at its Canadian destination by mid-morning, Purolator Express International 10:30AM provides guaranteed delivery from select international points to select points in Canada by 10:30 a.m. on the second business day.*

Purolator Express® International

When getting your shipment from international points by the end of the day is soon enough, choose Purolator Express International. Guaranteed delivery from most international points to most points in Canada by end of day on the second business day.*

* Certain terms, conditions and geographic restrictions apply (including point of origin and destination guarantee restrictions and money-back guarantee restrictions). In most cases, end of day means 6 p.m. See Purolator Terms and Conditions of Service at purolator.com for full details.

Purolator International®

Purolator International® delivers to, from and within Canada with express, freight and parcel solutions that can help improve your business' distribution models. Purolator International helps U.S.-based businesses reduce their costs through specialized supply chain solutions, as well as improving current distribution models.

Cross-border trade solutions

U.S.-based companies sourcing materials from Canada or distributing their products throughout Canada recognize the advantages of working with Purolator International, a U.S. subsidiary of Purolator. Purolator International provides your business with full access to the resources, technology and most importantly, the people that will help your business succeed and prosper in the Canadian market.

Distribution and Logistics Services

Purolator International offers U.S.-based businesses an opportunity to better serve their Canadian customers and streamline their supply chain with a comprehensive offering of distribution and logistics services. From import and returns management to express and parcel shipping, Purolator International's capabilities allow you to create a uniquely-designed cross-border solution.

- Expedite services including PuroExpedite Elite, Air and Ground
- Express services including PuroExpress and PuroGround
- Parcel services including PuroPost, PuroParcel and Direct Mail
- Freight services including Differed Air, Air Charter, TL, LTL, Rail and Ocean – via duly licensed intermediary.
- PuroLogistics solutions that can enhance any of the modes of transport offered through Purolator International including returns management, customs brokerage, assembly and distribution, automated shipping services, warehousing and fulfillment, supply chain management and specialized services.

With Purolator International, customers can experience fewer service delays, less paperwork, faster transit times, easier tracking, reduced costs and more shipment control. With the elimination of multiple hub transfers in the U.S. and more efficient service to the Canadian market, Purolator International provides a comprehensive solution that can help save you time and reduce costs.

Learn more at purolatorinternational.com.

Purolator Specialized Services

Purolator

purolator.com

Courier Shipments

Chain of Signature

Our Chain of Signature (COS) service provides secure transportation of controlled items for shipments that require more than one signature throughout the transportation route. Only customers authorized by Purolator may send COS shipments. If you ship a high volume of COS shipments, we can provide automated solutions to streamline your shipping process. For added convenience, special COS thermal labels are available through Purolator E-Ship® Solutions.

Customs Clearance

When shipping to the U.S. or other international countries most shipments are subject to the assessment of duties and taxes imposed by the importing country's government. It is imperative to consider the effects of these fees when determining your shipping costs. Purolator's shipment rates and additional charges do not include applicable duties or brokerage fees, so you must pay any fees related to the shipment to Purolator's designated customs broker or your own customs broker.* See Purolator Terms and Conditions of Service at purolator.com for more details.

Dangerous Goods

We can help ensure the safe and secure movement of sensitive or regulated materials that require special handling and documentation. We have the systems, the resources and the experience to manage these items with care. Dangerous Goods must be tendered for shipment in a manner which conforms with all applicable laws and regulations for air and/or ground transport.† Purolator shall not accept shipments of fully regulated dangerous goods, as described in the Transportation of Dangerous Goods Act (Canada) regulations, from non-Account Customers.

ExpressCheque®

This service provides a convenient way for you to collect payment for goods being shipped within Canada. With ExpressCheque, Purolator collects a non-cash payment for you at the same time your shipment is delivered. Once payment is collected, we will forward it to you.** ExpressCheque is available for shipments within Canada using any of our Purolator E-Ship Solutions. ExpressCheque is not available for shipments using Purolator E-Ship® Now.

Hold For Pickup

Customers can request that a shipment be held at a Purolator delivery location in Canada for in-person pickup***, instead of having the shipment delivered to the address indicated on the bill of lading.

Residential Heavyweight Service

We will accept shipments weighing over 70 lbs for delivery to or picked up from a residence. Residential Heavyweight Service for delivery or pickup must be pre-arranged by contacting Purolator. Residential heavyweight shipments will also be subjected to a Special Handling surcharge.

If a shipment is required to move through Purolator's freight network the appropriate rates shall be applied.

Return Services

Outbound Return Service (within Canada)

Create return shipping labels to include with your outbound shipment or provide to your customer at a later date. Using Purolator E-Ship® Online, Purolator E-Ship® Web Services or Purolator E-Ship® Server, you can generate return Purolator

* Other ancillary fees, duties and/or taxes may apply depending on the type and value of the commodity, and will be invoiced separately by Purolator's designated broker.
** Acceptable forms of payment are cheques, post-dated cheques, certified cheques, money orders and bank drafts. Purolator makes no representation regarding the validity of the form of payment received and assumes no liability in the event the cheque, money order or bank draft is not honoured. See Purolator Terms and Conditions of Service at purolator.com for full details.
*** Certain terms, conditions and restrictions apply. See Purolator Terms and Conditions of Service at purolator.com for full details.
† Subject to Purolator's Shipment Acceptance Policy. See Purolator Terms and Conditions of Service at purolator.com for full details.

shipping labels at no additional charge.*

Returns Management Service (within Canada)

This service allows you to create return shipping labels without an associated outbound shipment. Use Purolator E-Ship Online, Purolator E-Ship Web Services or Purolator E-Ship Server to create return labels that can either be printed and sent to your customer, or e-mailed as an attachment, at no additional charge.*

Saturday Service

When the workweek is over, but you still need a shipment picked up or delivered on Saturday, rely on Purolator's Saturday Service. Purolator offers guaranteed delivery by end of day Saturday (for shipments picked up on a Friday) or delivery by end of day on the day specified by Purolator (for shipments picked up on a Saturday).** Saturday delivery is available to Canadian and U.S. destinations only. Saturday pickup is not available for shipments to U.S. destinations.

Signature Not Required / Origin Signature Not Required

We offer Signature Not Required (SNR) services within Canada that authorize a shipment to be delivered without obtaining a signature from the receiver.*** SNR service can also be arranged by the originator of the shipment – Origin Signature Not Required (OSNR). This prearranged agreement with either the shipper or the receiver of the goods offers you and your customers added convenience and flexibility. We offer a Single Shipment Use form to make it easy for you to authorize a one-time SNR delivery and a Multiple Shipment Use form to authorize all shipments to be delivered by Purolator without a signature, whether you're the sender or the receiver. To download and print Signature Not Required forms, visit purolator.com.

Special Handling

Purolator recognizes that the items you need to ship may not always conform to our regular package specifications. We are usually able to accommodate your requirements, whether it's a one-time event or a regularly occurring shipment.

As conveyor systems at our processing facilities are often not suitable for certain items such as heavyweight packages or non-packaged goods, we manually handle these items, with one or two people, using specialized equipment, for an additional charge.

Items which require Special Handling will not be eligible for Purolator's service guarantees† and include without limitation:

Non-packaged items

Unboxed items (excluding Purolator Express® Envelopes, Purolator Express® Packs, Purolator Express® Boxes‡ and document shipments), or objects not fully encased in a suitable shipping container (e.g., tires, pails and shrink-wrapped items).

Unsuitable items

Articles which, due to their nature (e.g. size, shape, packaging, contents) are deemed to be unsuitable for our distribution and sorting system (e.g. ball-bearings, nuts, bolts, fasteners, liquids, wooden or metal crates).

Heavyweight/Oversized pieces

* Charges will be those in effect at the time a shipment bearing a return shipping label is tendered to Purolator for travel through our courier distribution system.
** Certain terms, conditions and geographic restrictions apply (including point of origin and destination guarantee restrictions and money-back guarantee restrictions). In most cases, end of day means 6 p.m. See Purolator Terms and Conditions of Service at purolator.com for full details.
*** Certain terms, conditions and restrictions apply. See Purolator Terms and Conditions of Service at purolator.com for full details.
† For details, see the 'Service Guarantees' section in the Purolator Terms and Conditions of Service at purolator.com.
‡ Purolator Express® Box is only available when shipment is prepared using an automated shipping solution. See Purolator Terms and Conditions of Service at purolator.com.

Pieces that weigh more than 70 lbs (approx. 32 kg) including Purolator Express Envelopes, Purolator Express Packs or Purolator Express Boxes*, or pieces that equal or exceed 5 feet (approx. 152 cm) in length, and/or equal or exceed an overall piece size of 165 inches (approx. 419 cm) calculated as: length + (2 x width) + (2 x height).

Same Day Shipments

After Hours
Select Purolator Same Day® services are available on weekdays after 5 p.m. and before 8 a.m. (origin local time), Saturday, Sunday, and days that are statutory holidays in Canada, upon request and for an additional charge.**

Second Person Assistance
You may request the presence of a second person to assist with any Purolator Same Day delivery for an additional charge.

Special Van Request
Depending on your shipment's size and weight, you may require a larger vehicle for your same day shipment. Vans are available for any Purolator Same Day service upon request for an additional charge. Tailgates and 3- or 5-ton trucks are only available for Purolator Same Day® Direct.

Freight Shipments

After Hours Service
Purolator Freight services are available on a business day after 6 p.m. and before 8 a.m., Saturday, Sunday, and days that are statutory holidays in Canada, for an additional charge.

Dangerous Goods
We can help ensure the safe and secure movement of sensitive or regulated materials that require special handling and documentation. We have the systems, the resources and the experience to manage these items with care. Dangerous Goods must be tendered for shipment in a manner which conforms with all applicable laws and regulations for air and/or ground transport.*** Purolator shall not accept shipments of fully regulated dangerous goods, as described in the Transportation of Dangerous Goods Act (Canada) regulations, from non-Account Customers.

Inside Pickup/Delivery
Purolator may pick up or deliver a shipment from/to a place other than a loading dock upon request.

Protect from Freezing
Customers may request, where available, Purolator's Protect from Freezing service for items that have a freezing point of 0°C (32°F) or lower, for an additional charge.†

Stop-Off
Purolator may, upon request, stop to make an additional delivery for a customer on route to the destination originally indicated for an additional charge.

Storage
Purolator will hold a shipment in storage, for an additional charge, when we were unable to complete delivery on the first attempt.†

Tailgate
Purolator Freight services are available with a power tailgate (whether at pickup or delivery) upon request for an additional charge.

Trailer Spotting
Purolator may, upon request, leave a trailer (unaccompanied by a power unit) at a customer's premises, for subsequent loading, for an additional charge.

Two Person Pickup/Delivery
You may request the presence of a second person to assist with the pickup or delivery for an additional charge.

* Purolator Express® Box is only available when shipment is prepared using an automated shipping solution. See Purolator Terms and Conditions of Service at purolator.com.
** After Hours service is not available for Purolator Same Day® In-City services. Certain geographic restrictions may apply. Call 1 888 SHIP-123 for details.
*** Subject to Purolator's Shipment Acceptance Policy. See Purolator Terms and Conditions of Service at purolator.com for full details.
† Certain terms, conditions and restrictions apply. See Purolator Terms and Conditions of Service at purolator.com for details.

Repair Service Satisfaction.

Purolator said 'let's take a look at your business situation and see how we can deliver a solution'. It was out-of-the-box thinking. Purolator came in as a problem-solving team, not as a company that moves boxes.

- Junior Ali, Vice President of Service, Environment, and Customer Relationship Management at Sony Canada

Company profile

Sony of Canada Ltd. (Sony Canada), a wholly-owned subsidiary of Sony Corporation, is a world leader in high definition, and delivering entertainment experiences through its products.

Business situation

Customers who needed to get select Sony products repaired, dropped them off at an authorized repair shop and waited anywhere from a week to a month to complete the repair, with no way of tracking the status of the repair.

Solution

Purolator showed how Sony Canada could leverage technology to book repairs, ship products and track every step of the repair using an integrated online portal, while centralizing repairs in one location. With Purolator's concept in hand, Sony built Fastrac Service, which is integrated with Sony's Enterprise Resource Planning (ERP) and Purolator E-Ship® Web Services.

And, with Purolator's nationwide network, Sony customers have more choices for parcel pickup and drop off.

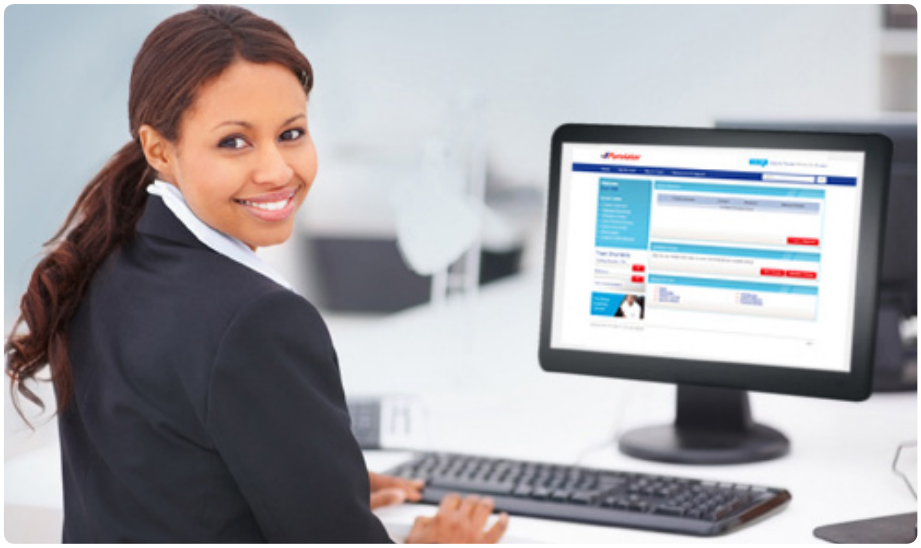
Benefits

- Sony Canada's repair program, Fastrac Service, integrated with Purolator E-Ship® Web Services, boosts customer satisfaction rating by 200% in one year.
- Fastrac Service reduces repair costs for consumer products, while Purolator Express® speeds electronics shipments cutting repair time from weeks to days.

Automated Shipping Solutions

Purolator

purolator.com



Whether you send one shipment a year or thousands, our Purolator E-Ship® Solutions are designed to simplify the shipping process so you have more time to focus on your business.

Purolator.com

From our Purolator E-Ship® Solutions to our tracking capabilities, everything you need is on purolator.com, including how to:

- Open a Purolator Business Account
- Login or register for online shipping
- Create courier and freight shipments
- Get estimates and transit times
- Schedule a pickup
- Track a shipment
- Find a shipping location
- Order free shipping supplies using your business account number
- Access real-time support through our Live Chat, Facebook and Twitter channels
- Read the latest Purolator news and updates
- Download Purolator Rate Guide, Purolator Zone Guides and Purolator Terms and Conditions of Service

Shipping Systems

Purolator E-Ship® Online

Purolator E-Ship Online (ESO) is a fully-featured, web-based shipping system that helps you quickly and easily create, track and send a shipment through our network, saving you time and enabling you to focus on your business.

You have the ability to setup your own preferences, manage your shipping requirements online in a few easy steps: Create a shipment, schedule a pickup up to 10 days in advance, choose packaging type and delivery options from a dynamic list of what is specifically available from your location, and get an account-based estimate of your shipping costs in seconds.

Easy to use

You can view your most recent shipments and pickups at a glance on one screen after you login. ESO auto-populates address fields and customs documentation, which helps you save time, eliminates errors, and generates customized reports on your online shipping activity and history.

Enhanced shipment visibility

View precisely where your package is throughout our network by tracking your shipment in real-time, from the moment it is picked up until it is in your customer's hands. Using our Proactive Notification feature, you can receive an e-mail notification and also notify up to four recipients by e-mail when a shipment has been created; when a delivery is completed; and when a scheduled delivery time has changed.

Advanced features

Whether you need to use a Purolator Specialized Service like Return Services, or arrange for secure third-party billing, ESO has the ability and flexibility to meet your advanced shipping needs. ESO even allows you to use your scale to interface with our system and expedite data entry for shipments.

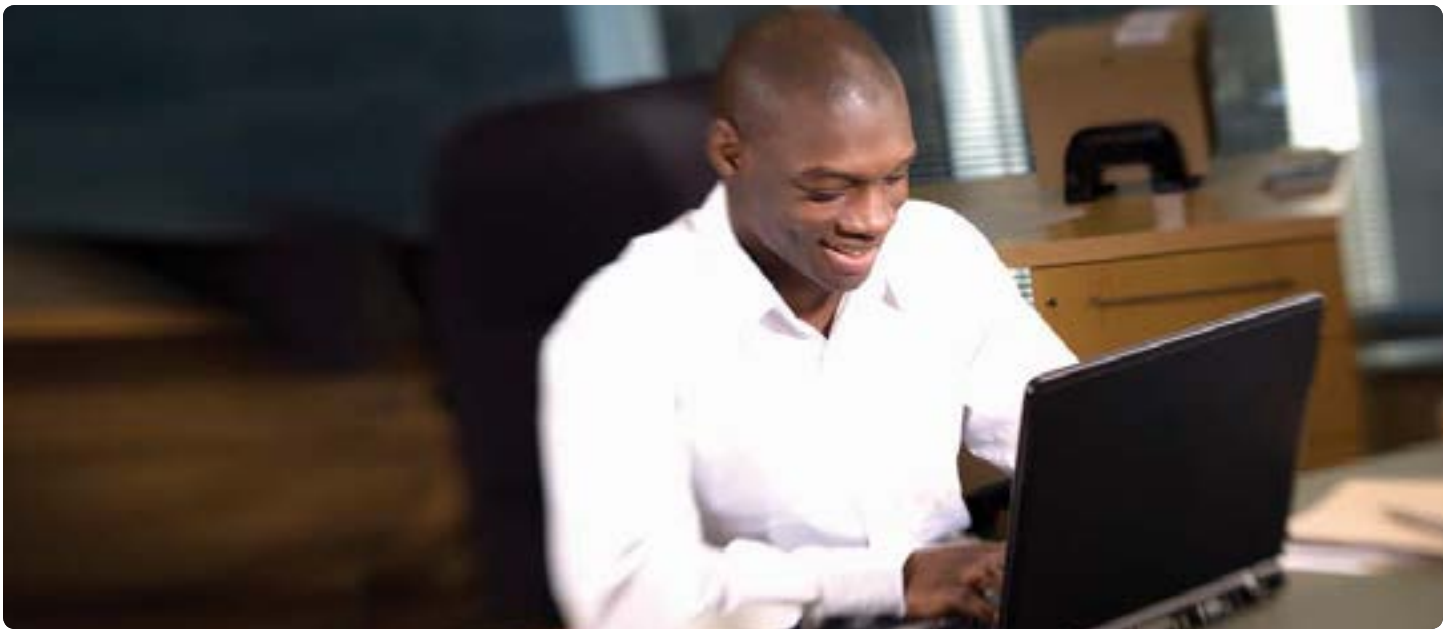
Purolator E-Ship® Now

E-Ship Now is a user friendly online shipping tool that allows you to quickly and easily ship online as our guest and use your credit card to pay for your online shipments without having to register for an account.

Purolator E-Ship® Server

If you are looking to improve cost-efficiency, productivity and communication, and you ship large volumes, consider Purolator E-Ship Server (ESS)*. ESS is a powerful hardware/software solution that puts

* For more information regarding our qualification criteria, please contact your Account Executive or call 1 888 SHIP-123.



you in control of your shipping needs – across Canada, to and from the U.S. and internationally.

With ESS, you receive complimentary software and hardware, including a PC, monitor, keyboard, thermal printer and electronic scale. Most importantly, you will receive the support you need to integrate ESS with your existing systems, thereby helping you to maximize your time and the cost advantages you can achieve with ESS.

Functionality at a glance:

Shipping

- Create and manage your Purolator Courier® and Purolator Freight® shipments using one streamlined shipping system
- Streamline Group and Batch Shipping
- Ship using multiple Purolator accounts
- Print shipping labels and customs documentation
- Create future-dated and ship-to-hold shipments
- Receive e-mail notifications when a shipment has been created, if the schedule delivery time has changed and when a shipment has been delivered using the proactive notification feature
- Create return labels and shipping documents
- Choose from pre-paid, collect or third-party billing
- Automatically add your own shipping and handling charges to your Purolator shipping rates
- Ship using Purolator's delivery and specialized services
- Import address lists as well as customer and product databases
- Save time on customs documentation with pre-populated fields
- Add our Purolator E-Ship® Server API service offering and integrate Purolator's shipping functionality into your core business systems or website

Tracking

- Track shipments in real-time
- Create your own shipment tracking codes based on your order and invoice numbers
- Automatically notify recipients a shipment is on its way and provide a tracking number/PIN or tracking reference

Reporting

- Create a variety of custom reports from Purolator E-Ship® Server Connect to assist you with cost analysis, future planning and more

ESS is the perfect solution, whether you only need one system for your business, or your company is networked on a central computer system across multiple locations. Completely scalable, it will grow as you grow.

In addition to time and cost-savings, with ESS, you'll benefit from expanded functionality, enhanced security, faster response time to your customers, improved accuracy and more efficient decision-making.

Purolator E-Ship® Certified Providers

A number of commercial software companies have successfully integrated the ability to ship with us, providing you with a wider range of options in accessing our products and services.

Potential benefits from using a third party vendor shipping solution include:

- Processing shipments from multiple carriers on a single system, including truckload and less-than-truckload
- Managing all transportation expenditures from a single system
- Improving workflow and shipment accuracy by reducing manual processes such as duplicate data entry
- Integrating seamlessly with host systems to automate data transfer

- Customizing user interfaces and workflows to meet your specific needs

If you are considering an automated shipping system, choosing a solution certified by the Purolator E-Ship® Certification Program ensures that the standards for product selection, rating, labeling, reporting and manifesting are met by the solution provider. By selecting a shipping solution that is in compliance with the requirements of the Purolator E-Ship Certification Program, you can be assured that it accurately represents our products and services.

For further information, please forward your inquiries to 3rdpartysystems@purolator.com.

Integration Solutions

Purolator E-Ship® Web Services

Purolator E-Ship Web Services* (EWS) are free, easy-to-use web components that make it simple for you to integrate shipping, tracking, estimates, returns and pickup services directly into your website, online store, order management systems, or custom software application.

We offer five web services available to use at no charge:

- Shipping: ship within Canada, and to and from the U.S. and more than 210 countries and territories worldwide
- Tracking: track your shipments in real-time by using your tracking number/PIN or tracking reference
- Estimates: obtain a list rate or account-specific estimate for a single or multiple shipments
- Returns: create return labels and shipping documents
- Pickups: schedule and modify pickup requests up to 10 days in advance

Our web services are written in Extensible Markup Language (XML) and work seamlessly with a wide range of applications. You will also have the flexibility of customizing the appearance and positioning of shipping information to ensure that it meets your workflow and user interface requirements.

To learn more, visit the Purolator E-Ship® Resource Centre at purolator.com/eship.

Purolator E-Ship® Data File Distribution

Integrating with Purolator E-Ship Data File Distribution offers developers complete control and customization of the shipping process, and enables participation in the Purolator E-Ship® Certification Program.

Purolator E-Ship® Certification Program

Shipping solutions developed by corporate customers based on Purolator's specifications are designed to suit specific needs of the customers' business. The specifications describe the business rules, system requirements and processes necessary to successfully implement a certified Purolator shipping solution.

Benefits of using a Purolator certified shipping solution:

- Customers have control over the system, processes, development, and support without depending on a separate contractor
- Control of implementation, costs, customization and maintenance
- Processing shipments from multiple carriers on a single system, including truckload and less-than-truckload
- Managing all transportation expenditures from a single system
- Improving workflow and shipment accuracy by reducing

* For more information regarding our qualification criteria, please contact your Account Executive or call 1 888 SHIP-123.

manual processes, such as duplicate data entry
- Integrating seamlessly with your host systems to automate data transfer
- Customizing your user interfaces and workflows to meet your specific needs
- Access to our suite of delivery and specialized services

The Purolator E-Ship Certification Program ensures that your chosen solution has met our standards for product selection, rating, labelling, manifesting and reporting. By certifying your proprietary system, you can be assured that it accurately represents our services.* Shipping solutions developed under the Purolator E-Ship Certification Program must remain compliant and re-certified as needed when Purolator introduces updates to the specifications. For further information, please forward your inquiries to clientservices@purolator.com.

Purolator E-Ship® Server API

Purolator E-Ship Server Application Program Interface (ESS API)** is an enhanced service offering that seamlessly integrates shipping directly into your core business system. With ESS API, you can enable your internal shipping solutions (and/or eCommerce-enabled website) to work directly with our shipping services thereby allowing your customers to automatically receive accurate shipping estimates when they purchase your products. You can also automatically create shipping and return labels and/or have your customers track their Purolator shipments directly from your website.

Purolator E-Ship® EDI

Purolator E-Ship EDI (Electronic Data Interchange) provides customers with access to data-rich business intelligence from invoices to shipment status in various formats.

Data is shared for the purpose of integrating shipment information into core business systems. Regularly scheduled, data exchange enables you to store and manage the information independently of Purolator. We also offer several communication options, which can make the exchange of electronic data viable for all customers.

The benefits of EDI include optimal cost efficiency, more accurate data, faster turnover times, and improved customer service.

Mobile Solutions

Purolator Mobile App

When you need to find out your shipment's status in real-time, the Purolator mobile app is the tool for you. Whether you are in the office, at a meeting or travelling to another city, our mobile app allows you to track your packages in real-time for greater visibility when you're on the go.

* Customers are responsible for all Purolator initiated updates to their system based on Purolator's release of data, pricing, and other system files, as well as any updates to the specifications.
** For more information regarding our qualification criteria, please contact your Account Executive or call 1 888 SHIP-123.

Hot fashions delivered to retail stores and online fast.

"Retail is a volatile environment and we need to know our shipping provider can work with us to get stock out fast if a location is selling out. Purolator is flexible and willing to work with us."

- Michel Beliveau, FAB Distribution Manager

Company profile

Through strategic partnerships, Freemark Apparel Brands Inc. (FAB) has brought leading fashion brands including Bench, Scotch & Soda, Garcia, and Mink Pink to more than 500 Canadian retailers and to Canadian shoppers through Bench Canada stores and its e-commerce site.

Business situation

The popularity of FAB's Bench Canada division led the company to open branded retail stores, and launch Bench's e-commerce site. To maintain growth, the company needs to make sure stores are consistently stocked with the hottest Bench trends, and that online purchases are delivered securely.

Solution

FAB found the right fit with us. We deliver to Bench Canada stores that need stock for daily sales, and to online shoppers looking for fast, reliable service Canada-wide.

Benefits

- Purolator Express® 10:30AM delivers Bench store stock early, easing re-stocking and protecting the day's sales.
- Since it opened in October 2010, Bench Canada's new online store integrates Purolator E-Ship® Web Services to process more than 13,000 packages containing jackets, shirts and accessories to customers across Canada with Purolator Express 10:30AM and Purolator Ground®.
- Purolator Freight® delivers to Bench Canada stores to stock shelves for grand openings.

Packaging Guidelines

Purolator

purolator.com

Taking the time to carefully package a shipment benefits all involved. When shipments are properly packaged to meet Purolator's requirements and to handle travelling through our sortation systems, we can best meet our objective of getting them to their destinations in exactly the same condition as they were sent. The end result is reduced risk of damage claims, a better relationship with your customers, and a helping hand to the environment through reduced manufacture of corrugated containers to replace damaged ones, and decreased reshipments.

Please review our packaging guidelines and tips, or come by one of our Retail Shipping Centre locations for additional assistance and advice, as well as an assortment of boxes and other packaging.

Guide to Correct Packaging

Pack the Right Box

- Always use a new corrugated box (avoid using old boxes). Box must be free of any punctures, tears or corner damage and flaps must remain intact.
- The weight of the contents should not exceed 50% of the gross weight limit indicated on the Class Stamp of the box.
- The outer box should be rated at a minimum edge crush test (ECT) value of 32 lbs/inch or bursting test of 200 lbs/sq. inch.

Cushion the Contents

- Wrap each item separately.
- Ensure each item is surrounded by 2" of packaging material to protect the contents and to prevent movement inside the box.
- Explore the use of packaging materials such as void fill air pillows, air cellular cushioning, polyethylene foams, polystyrene foams or corrugated inserts.

Double Box for Extra Protection for Fragile Shipments

Interior Packaging

- Wrap the product with protective packaging.
- Place the wrapped product within a sturdy corrugated box.
- Ensure that there is no product movement within the box. Fill any empty spaces with protective packaging.
- Close and tape the box.

Exterior Packaging

- Place a layer of protective packaging along the bottom of the outer box.
- Place the smaller box centrally within the outer box.
- Fill all empty space surrounding the smaller box with protective packaging.
- Place a layer of protective packaging on top of the smaller box.

Seal Boxes Securely

- Apply tape to a clean dry surface only.
- Use a minimum of 2" (approx. 5 cm.) pressure-sensitive adhesive tape (packing tape). Do not use masking, scotch, duct or water activated tape, string, plastic strapping, elastic bands, wrapping paper or gift boxes.

  1. Apply first strip to seal the centre seam.
  2. Overlap a minimum of 4" on either side of the box.
  3. Seal the edge seam on both ends with two strips of tape.
  4. Repeat the process for the bottom of the box.

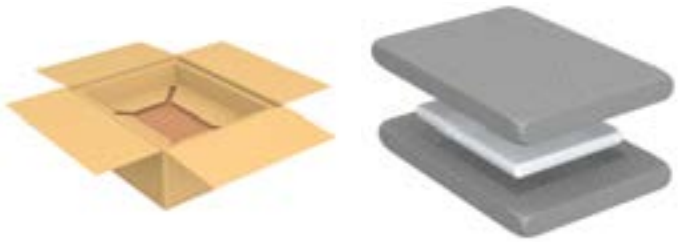
- Be sure to add a Fragile, Glass, Liquid or Heavy Weight sticker when required.

These packaging guidelines (the "Guidelines") are not intended to be a comprehensive guide for packaging items that Purolator Inc. ("Purolator") accepts for shipment. Purolator makes no warranties, expressed or implied, regarding the information contained in these Guidelines. Proper packaging is the sole responsibility of the shipper. In no event will Purolator's liability exceed the limitations on liability set out in Purolator's published terms and conditions ("Purolator Terms and Conditions of Service") as found at www.purolator.com. For more information contact customer service at 1 888 SHIP 123 and refer to the Purolator Terms and Conditions of Service.

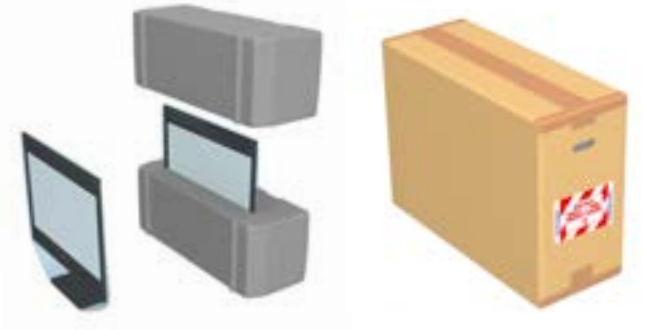
Packaging of Electronics

Correct packaging for your electronic shipments is imperative as these items are both fragile and expensive. Follow these steps for packaging of laptops and televisions to ensure maximum protection through the shipment cycle.

- Suspension packaging with fitted inserts that prevent interior movement is the preferred method for shipping electronics. Whenever possible, use the original manufacturer's packaging.
- If original packaging is unavailable, place a plastic bag around the product to protect it from moisture and dust and to prevent abrasion damage.
- Surround the product on all sides with a minimum of 3" of cushioning material.



- Follow "Pack the Right Box" instructions above.
- Ensure that the product is held away from the walls of the box by at least three inches in every orientation.
- Insert rigid materials such as honeycomb or corrugated board into any empty spaces to limit movement of the product.
- If product weighs more than 50 lbs, reinforce the areas around any hand holes with poly tape.
- Follow instructions above to "Seal Boxes Securely".
- Apply a "Heavy Weight" sticker to the box if the product weighs more than 70 lbs; declare the weight on your waybill.



Retail Packaging

When sending an item within original supplier packaging you often want to protect the vendor retail packaging as much as you do the contents. Our guidelines below will help you achieve both.

- Surround each product within the supplier packaging with as much protective packaging as possible.
- Ensure that none of the products are in direct contact with each other.
- Fill all empty spaces with filler material or cushioning.

- Follow "Pack the Right Box instructions above.
- Line the bottom of the outer box with a minimum thickness of 3" of cushioning material.
- Place the retail packaging in the box.
- Overfill the box slightly with cushioning material such as polystyrene loose fill, air filled wrap, etc.
- Place a minimum thickness of 3" of cushioning material between the retail packaging and all box walls. Ensure that the product is held in place with no excess movement.
- Place a layer of cushioning material across the top of the retail packaging, ensuring a minimum thickness of 3".
- Follow instructions above to "Seal Boxes Securely".

For additional packaging information on other specialty products, visit purolator.com. Simply go to the Resources and Support tab, hit Packaging, and review the information available in our Packaging Guidelines section.

Guide to Correct Packaging for Freight Shipments

All pieces in a freight shipment must be tendered to Purolator secured to one or more pallets with stretch wrap/shrink wrap. Pallets must be free of damage or defect. Articles secured to a pallet should not hang over the edge of the pallet and there should be no space between articles on a pallet. Freight shipments containing pieces which, due to their bulk, length, width or height, cannot be safely stowed within a trailer, container or on a pallet, will not be accepted by Purolator for carriage. (See Guide to Palletizing and Wrapping under Resources and Support, Packaging at purolator.com for further guidance).

These packaging guidelines (the "Guidelines") are not intended to be a comprehensive guide for packaging items that Purolator Inc. ("Purolator") accepts for shipment. Purolator makes no warranties, expressed or implied, regarding the information contained in these Guidelines. Proper packaging is the sole responsibility of the shipper. In no event will Purolator's liability exceed the limitations on liability set out in Purolator's published terms and conditions ("Purolator Terms and Conditions of Service") as found at www.purolator.com. For more information contact customer service at 1 888 SHIP 123 and refer to the Purolator Terms and Conditions of Service.

Purolator Packaging Solutions

Purolator Express® Box*

A durable corrugated cardboard box that is ideal for shipping binders, large documents and other items that may require handling protection.

Purolator Express® Pack

A convenient, easy to use, sealable bag that is tear free and water resistant. For shipments up to 3 lbs, use the Purolator Express Pack to get your package to its destination via the fastest mode.

Purolator Express® Envelope

A legal-sized cardboard envelope that is ideal for shipping all of your important documents.

The Purolator Express Envelope, Purolator Express Pack and Purolator Express Box are available at no charge. Alternatively, you can also use your own packaging. Purolator's Shipping Centres have a full line of packaging products which are designed for the rigors of movement through a shipping system or for when you need sturdy cartons for other purposes. For more information on Purolator packaging solutions, visit purolator.com or come to a Purolator Retail Shipping Centre, where our Representatives can assist with all your packaging needs.

You can order shipping supplies online at purolator.com. Purolator's supplies are available at no charge to Purolator Business Account customers.

*Purolator Express® Box is only available when shipment is prepared using an automated shipping system. See Purolator Terms and Conditions of Service for details.

Shipping locations

Purolator

purolator.com

Find the Purolator location closest to you. Choose from over 1,300 convenient shipping locations across Canada at purolator.com.

In order to make your shipping as efficient and convenient as possible, we have developed a variety of choices to get your shipments into our system and on their way. In addition to our Purolator E-Ship® Solutions, you can choose from our numerous Purolator Shipping Centres, designated Purolator Authorized Shipping Agents across the country, or drop boxes located in busy urban areas. You'll find solutions that work with your schedule, business priorities and your budget.

Purolator Shipping Centres

Located in high-traffic areas such as shopping malls, office towers, and Purolator terminals, our nationwide network of over 130 Purolator Shipping Centres offers you friendly expert advice and the latest possible cut-off times for next business day delivery.

Visit your nearest Shipping Centre to:

- Ship using any of our convenient Purolator Delivery Services
- Take advantage of later cut-off times
- Pick up shipments that are Hold For Pickup or that have been redirected
- Access our convenient fax and copy services
- Use Purolator E-Ship® Online and/or
- Ask questions and discuss shipping solutions with our experts

Staples® locations

Purolator is partnered with Staples to deliver even more convenience to you and your business. Purolator services are available at more than 300 Staples locations across Canada. From extended business hours to product and packaging solutions, you can trust Staples to fulfill all of your shipping needs. Look for the Purolator sign displayed in-store at the Staples Copy and Print Centre, and speak to a friendly, knowledgeable Staples Associate for assistance. Visit purolator.com/dropofflocator or www.staplescopyandprint.ca to find the Staples location nearest to you.

PostNet® locations

Purolator is partnered with PostNet in Canada to offer Purolator Express® and Purolator Ground® services for delivery within Canada, to the U.S. and other international destinations. PostNet stores can also serve as pickup locations for redirected shipments or when choosing the Hold For Pickup option. For more information, visit purolator.com/dropofflocator or www.postnet.ca.

Purolator Authorized Shipping Agents

To better serve our customers in rural and urban areas, Purolator maintains a network of over 550 Authorized Shipping Agents across the country. These shipping agents provide customers access to Purolator Express and Purolator Ground services for delivery within Canada, to the U.S. and international destinations. Shipping agent locations can also serve as pickup locations for redirected shipments or when choosing the Hold For Pickup option. Visit purolator.com/dropofflocator to find a convenient Purolator Authorized Shipping Agent near you.

Drop boxes

Purolator has more than 270 drop boxes across Canada. Located in high-traffic areas, both inside office complexes and outdoors on busy routes, these drop boxes are popular because of their convenience and versatility. Simply drop off your shipment for delivery at any time during the day (before the scheduled "clear time" of the drop box) and it will be delivered on time to its destination.* Visit purolator.com/dropofflocator to find a drop box location near you.

® "Staples" is a trademark of Staples, Inc.

* Certain terms, conditions and geographic restrictions apply. See Purolator Terms and Conditions of Service at purolator.com for full details.

Surgical instruments delivered with precision.

"We pride ourselves on being able to help our distributors at the drop of a hat and you can only do that if your shipping company helps you deliver on those promises."

- Adrian Jess, Director of Technical Services and Logistics

Company profile

ConMed Linvatec Canada (ConMed), a division of ConMed Corporation, manufactures and distributes medical goods for orthopaedic and endoscopic applications to hospitals and clinics, in addition to operating a repair facility in Mississauga, Ontario.

Business situation

With customers across Canada, ConMed needed a logistics supplier with the flexibility to meet varying delivering requirements. Providing speed for urgent shipments and cost-effective delivery of palletized orders while ensuring delicate equipment is handled with care.

Solution

ConMed chose Purolator as its single-source solution for all of its shipping needs. Since its freight and courier services are now handled by one logistics provider, ConMed can offer options to customers that balance delivery deadlines and cost.

Benefits

- Consolidating freight and courier shipments with one provider allows ConMed to improve efficiency by 19% through streamlined operations, decreased administration time and reduced shipping costs.
- By contracting freight services with a single provider, ConMed saves close to 8% in operational and administrative costs.
- Delicate surgical instruments are effectively handled with Purolator specialized services and delivered to hospitals using Purolator Express® 9AM and Purolator Express® 10:30AM services.

Going beyond our business

Purolator

purolator.com

On top of our regular food drives, every time a CFL quarterback gets sacked throughout the regular season, Purolator donates the equivalent of the quarterback's weight in food to the defensive team's home town food bank.

Our commitment to help alleviate hunger in Canada

Since 2003, we have focused our efforts and attention on what we believe is one of the most fundamental and pressing issues facing every Canadian community: hunger. With our expertise in logistics and distribution, we are working with local, regional and not-for-profit organizations, such as Food Banks Canada, to provide both food and financial support; while also exploring new ways to collaborate and assist with organizational capacity.

We are committed to tackling hunger in Canada and making a positive difference in our communities where we live, work and play. Some of the ways that we are working towards our objectives include:

Purolator Tackle Hunger®

Our award-winning program, Purolator Tackle Hunger, was created through our sponsorship of the Canadian Football League. The Purolator Tackle Hunger program has helped deliver the equivalent of over 7.5 million pounds of food since 2003. The program is designed to engage our teammates, our customers and Canadian football fans in supporting their local community. At one game in every CFL city, we organize a food drive and fundraiser, where fans are encouraged to drop off non-perishable food items or a cash donation to the volunteers stationed at the stadium. In return, fans have the chance to get their picture taken with the Grey Cup. For more information on the program, please visit www.purolatortacklehunger.com

Purolator Tackle Hunger Week

A national fundraising campaign held annually in June where our teammates and customers hold local food drives to raise food and funds for local food banks across Canada. Events are planned throughout the week to support this initiative, involving hundreds of volunteers across our organization.

In-Kind Logistics and Consulting Services Support

We proudly support Food Banks Canada, Second Harvest and Moisson Québec's annual event, La Grande Collecte, by providing in-kind logistics and consulting services, freeing up funds for these organizations to deliver services and programs.

Purolator is proud to sponsor a number of Canada's elite sports teams and cultural festivals.

Supporting Canadian sports teams and cultural festivals

Canadian Football League (CFL)

We are a proud long-time sponsor of the CFL, including the CFL Playoffs and Grey Cup since 2003.

We are also a sponsor of each CFL team: the Montreal Alouettes, Ottawa RedBlacks, Toronto Argonauts, Hamilton Tiger-Cats, Winnipeg Blue Bombers, Saskatchewan Roughriders, Edmonton Eskimos, Calgary Stampeders and the BC Lions.

These sponsorships provide us the foundation to run the award winning Purolator Tackle Hunger® program.

Hockey Canada

Hockey Canada has entrusted us to handle their logistic needs for championships across the country and around the world.

We are an official sponsor for six national events and national team events hosted annually by Hockey Canada.

Maple Leaf Sports and Entertainment

Since 2005, we have sponsored Maple Leaf Sports & Entertainment (MLSE) and its affiliated sports teams including the Toronto Maple Leafs, Toronto Raptors, Toronto Marlies and Toronto FC.

As part of our sponsorship, we deliver season tickets for each team – the Leafs, Raptors, and TFC; and for the first time in Toronto Maple Leafs' history, since 2012, the Purolator logo appears on the front chest of the Maple Leafs practice jersey.

Halifax Mooseheads

We are proud to sponsor one of the most successful sport franchises in the Maritimes - the Halifax Mooseheads. Through our sponsorship with the Mooseheads, we are provided with increased visibility in Atlantic Canada and unique customer hosting opportunities. We hold an annual food drive during the Mooseheads regular season to support the local community.

In addition to the list of sports properties, we are proud to help deliver one of Canada's most important arts and cultural festivals. We provide logistical support throughout the year, extending past the actual festival dates.

Toronto International Film Festival

TIFF has become known worldwide as the launching ground for many of the best Canadian, Hollywood and international films and is recognized as one of the most important film festivals around the world.

The Toronto International Film Festival has entrusted us to help deliver the 10 day festival, held annually in September, and provide logistics support year-round at its headquarters, the TIFF Bell Lightbox.

Our commitment to the environment

We are committed to reducing our environmental impact and have an established Environmental policy. We have also been actively engaged at different levels of our business to help improve our efficiency and reduce our environmental footprint.

Innovation

We keep ahead of the curve by exploring technology that contributes to a sustainable future.

- We introduced the Quicksider prototype – the first fully electric delivery truck in the courier industry. Developed with Unicell Limited, it has been tested and evaluated for performance on the streets of Toronto, reducing up to 85% of GHG emissions compared to conventional curbside delivery trucks.
- We utilize a new electric vehicle charging station at our head office parking lot in Mississauga, Ontario with more electric vehicle charging stations planned for facilities across Canada over the next few years.
- We are the only Canadian courier company to introduce in 2012 a class 6 Hydraulic Hybrid Delivery truck Freightliner / Parker Hannifin that promises to save 40 – 50 % fuel as compared to a similar conventional diesel truck, now in service in Mississauga.
- Introduced in 2012 the first Hino Diesel–HEV Cabover truck in Canada, now in service in Calgary.

Our vehicles

We have the largest hybrid electric vehicle fleet of any freight and parcel solutions provider in North America.

We operate over 558 hybrid electric vehicles in Canada (as of February 2013).

Our HEV fleet has logged 22.9 million kilometres to-date, and we have prevented the emission of 6,009 tonnes of GHG emissions and saved 2,502,555 litres of fuel since introducing hybrid electric vehicles in 2005 (as of February 2013).

All new 53 foot trailers are equipped with fairing skirts for reduced aerodynamic drag to improve fuel efficiency. Four to seven per cent fuel savings are realized by using side skirts on tractor trailers, which help to minimize the air flow under the trailer and around the back axle.

All new heavy equipment is specified with Ecoflaps (perforated mudflaps) to assist in improving on-highway fuel efficiency through less drag on the vehicle.

All new class 8 highway tractors are specified with automated manual transmissions to assist in improving fuel efficiency and reduce driver fatigue. These trucks are also equipped with clean burning diesel engines (DEF) reducing harmful emissions and a further reduction in fuel consumption.

We save 2,400 tonnes of GHG emissions annually through the use of 12 ground power units (GPUs) in nine of our air operations facilities to eliminate running the jet engines while on the ground.

We have eliminated 10,600 tonnes of GHGs annually, using sophisticated modeling software to redesign our ground network in Eastern and Western Canada.

Network optimization projects have reduced driving distances by more than 8.5 million kilometres annually.

Our facilities

We have reduced our energy consumption on average by 25% at 53 facilities nationwide by retrofitting the lighting systems (as of February 2013). The overall lighting retrofit project has reduced electricity usage by more than 7 million kWh annually and 1,300 tonnes of GHG emissions. We have reduced our natural gas consumption by 10% over one year through piloting the installation of a destratification fan at one of our major facilities. An additional five facilities in Ontario have had these fans installed, with five more planned in Québec.

Our packaging

Every day, hundreds of thousands of shipments enter Purolator's network for delivery, which includes a significant amount of paper, cardboard and plastic. Customers often provide their own packaging, but Purolator also offers several environmentally responsible packaging options to suit their needs. Purolator Express® Envelopes, FSC certified, are made from 50% recycled fibres, including 35% post-consumer fibres and are recyclable in virtually all recycling programs. Purolator Express® Boxes are made from 75% post-consumer fibres and are fully recyclable. Our cardboard and boxboard packaging is made from up to 95 % recycled fibres, 80% post-consumer content (sold in retail locations). We have also reduced the size of our Purolator Express® Pack and mail bags, which has decreased annual plastic usage by over 195,000 kg.

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